

inteleGRID Transfer Agent

Installation and Troubleshooting Guide

Installing the inteleGRID Transfer Agent

Installing the inteleGRID Transfer Agent is a simple process if you follow the instructions closely and utilize the support options that are available. This document will describe the steps required to install the inteleGRID Transfer Agent, the required software for uploading images to the inteleGRID from your Windows PC.

IMPORTANT: We recommend you complete the three-step Site Qualification Checklist prior to beginning this installation. Please, refer to the [inteleGRID Transfer Agent Site Qualification Checklist and FAQ](#) document if you have not already done so.

□ Step 1: Install the inteleGRID Transfer Agent

- a. Open Internet Explorer and go to <https://www.intelegrid.com/upgrade/InteleGRIDControlInstall.msi>
- b. You will be asked if you would like to run or save the installer. Select 'Run'.
- c. Answer 'Yes' if prompted to allow the program to install on this computer'.
- d. Allow installation to complete.
- a. From Internet Explorer, go to www.intelegrid.com/upgrade/transferagent.html.
- b. Click the 'Start Control Test' button and allow the test to complete. If all tests pass, your PC is ready to upload images to the inteleGRID. If you encounter failed tests, please reference the "Troubleshooting" section below for further assistance.

□ Step 2: Perform a Test Upload

With the transfer software now installed, we recommend performing a test upload to the inteleGRID. Use the following simple steps to upload images from CD:

- a. Insert a CD containing a study into your CD ROM drive.
- b. Open [Internet Explorer](#) and go to <http://uploadtest.secureimagesend.com>.

NOTE: All images sent to this address will be anonymized.

- c. Click the 'Send Medical Images' link.
- d. Enter your email address and password and click 'Continue'.

Quick Reference

1. Review [Site Qualification Checklist and FAQ](#).
2. Install the Transfer Agent.
3. Perform a test upload.



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- e. If prompted, enter your inteleGRID password and click 'Login'.

IMPORTANT: If this is your first time uploading images on this PC, you may notice a Windows pop-up security banner (at the top or bottom of your browser window). You must click on this banner, enable the inteleGRID ActiveX control, close your browser window, and start the upload process again. Please reference the 'Troubleshooting' section below for more information.

- f. Click the 'Find Image Files' button.
- g. Click to highlight the CD drive of the PC.
- h. Click 'OK'.
- i. Select the study that you need to send. Click the 'Submit Image Files' button.
- j. Enter any comments (as necessary). Click 'Next'.
- k. The images will begin to transfer.

You will receive a confirmation email when your images have been successfully transferred.

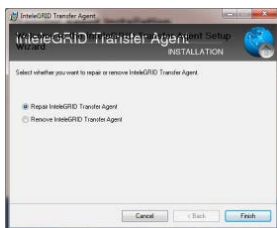
Upgrading the inteleGRID Transfer Agent

If you already have the inteleGRID Transfer Agent installed on your computer, and an update is available, you can run the installer again to upgrade the software. Use the following steps to do this:

1. Open your internet browser and go to <https://www.intelegrid.com/upgrade/InteleGRIDControlInstall.msi>
2. Click 'Run' in the install box that will be located at the bottom of your screen.



3. Select 'Repair inteleGRID Transfer Agent' and click 'Finish' to upgrade.



4. The inteleGRID Transfer Agent has been upgraded.

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Troubleshooting

Below is a summary of some of the most common issues with installing the inteleGRID Transfer Agent.

I. Unable to install software

You must have local administrator rights to your PC. This is only needed for the installation and not for ongoing use of the technology. Please contact your local IT Department to assist with this. They will be able to provide you with temporary access required to install the software.

II. Internet Explorer utilizing Java upload applet

If you have installed the inteleGRID Transfer Agent as directed above and the browser is utilizing a Java upload applet instead (like the one shown below), it is likely that you have not enabled ActiveX as described in step 2e above.



To correct this, please follow the steps in section III below.

III. Unable to enable ActiveX component in Internet Explorer

After you install the Transfer Agent, but before your first upload, an ActiveX upload control must be verified and enabled in your Internet Explorer browser. In some instances, due to browser security settings, this action may be blocked, thus preventing the installation. Further, this must be done in a timely manner or else an alternate Java-based upload applet will load (as indicated above).

If you can see the security banner, utilize the following steps to complete the installation:

- a. Click on the security banner and select the 'Allow' option.
- b. Close Internet Explorer.
- c. Re-start the upload process.

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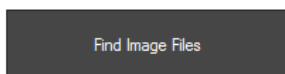
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If you do not see the security banner, it is likely that it is being blocked due to your browser security settings. Please utilize the following steps to change your browser settings:

- a. From your Internet Explorer 'Tools' menu, select 'Internet Options'.
- b. Select the 'Security' tab.
- c. Select the 'Internet' zone.
- d. Select the 'Custom Level' button.
- e. Scroll to 'Automatic prompting for ActiveX controls' and select the 'Enable' option. Click 'OK'.
- f. Select 'Yes' when prompted by the 'Warning!' box.
- g. Click the 'OK' button to close the 'Internet Options'.
- h. Close Internet Explorer.
- i. Re-start the upload process.
- j. Click on the security banner and select the 'Allow' option.
- k. Close Internet Explorer.
- l. Re-start the upload process.

The goal is to see the following button in your browser:



IV. Outbound Connectivity Blocked by Proxy or Firewall

Depending on your organization's security policies, you may need to modify your proxy or firewall. Most sites are not required to adjust firewalls for the Director to function properly.

The inteleGRID client software securely communicates with the inteleGRID servers via **OUTBOUND TCP Port 443** and **TCP/UDP Ports 31001 and 31002**. In the event that your systems are configured to block outbound connections, add the IP addresses below to your "whitelist":

208.81.100.94
208.81.100.211

204.225.38.0/24
204.225.39.0/24

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If you cannot use a net mask in your proxy/firewall configuration, below is the current set of IP addresses in use:

208.81.100.94	204.225.39.144
208.81.100.211	204.225.38.145
204.225.38.94	204.225.39.145
204.225.39.94	204.225.38.152
204.225.38.139	204.225.39.152
204.225.39.139	204.225.38.156
204.225.38.141	204.225.39.156
204.225.39.141	204.225.38.161
204.225.38.144	204.225.39.161

V. Proxy Server By-Pass

If white listing the inteleGRID IP addresses (listed above) is not an option, another option is to configure the inteleGRID Transfer Agent to by-pass your proxy server. To configure this option, use the following steps to enable this.

- Browse to <https://www.intelegrid.com/upgrade/transferagent.html>
- Click on 'Proxy Settings'
- Enter NOPROXY and click Save.
- Click the 'Start Control Test' button to test outbound connectivity. If you are seeing failed tests, then your proxy server likely does not allow a by-pass. Please repeat the process above and replace the 'NOPROXY' entry with your proxy address.

VI. Lowering Transfer Block Size

Some proxy servers are configured to limit the amount of outbound data that a client can send to the Internet. If this is the case, Intelemage can reduce the size of the data blocks that the Transfer Agent sends through your proxy server at any given time.

To set up this option, please contact Intelemage Customer Support. Explain that you need to reduce the size of the data blocks being sent from the Transfer Agent to the inteleGRID. Support will apply the setting to your account(s). If you do not have an inteleGRID account, support will create an account for you.

Quick Reference

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IMPORTANT: You must have an inteleGRID account in order to utilize this advanced configuration option. You will NOT be able to utilize the guest option to upload images if this option is required.

VII. Increase Proxy Server Timeout

In some scenarios, your proxy server's configuration may cause the inteleGRID Transfer Agent to time out while waiting for a response. If this is the case, the upload will appear to continuously restart, as evidenced by the progress meter getting to a certain percent and then reverting back to 0%. In order to fix this issue, use the steps below to increase the "blocking timeout".

- a. Browse to <https://www.intelegrid.com/upgrade/transferagent.html>
- b. Confirm that you are running at least version 2.0.16 of the Transfer Agent. If you are not, please uninstall your current version (from Windows 'Add/remove Programs') and install the latest version.
- c. Click your 'Start' menu and enter 'regedit' in the 'Run' box.
- d. Go to [HKEY_LOCAL_MACHINE](#)\Software\Intelemage\iFlow\
NOTE: If the 'Intelemage' and 'iFlow' keys do not exist, please create them.
- e. Add a DWORD value called BlockingTimeout and set it to 600 and select 'Decimal'.
- f. Close the Registry Editor and restart your IE browser.
- g. Attempt another upload.

Technical Support

If you have any questions or technical issues, contact Intelemage Technical Support via one of the following methods:

- Click the 'Help' link in the system
- Email: support@intelemage.com
- US (toll-free): (877) 464-7473
- US (alternate): (513) 924-2117

Technical support is available 24 hours a day, seven days a week.

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